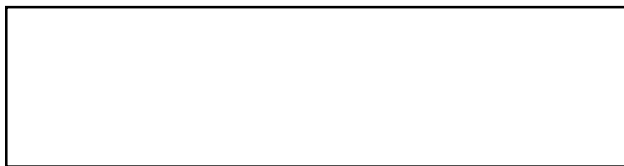


**YOUR
RIGHTS AND RESPONSIBILITIES
WHILE CLAIMING
UNEMPLOYMENT INSURANCE BENEFITS**



**COMMONWEALTH OF KENTUCKY
OFFICE OF EMPLOYMENT AND TRAINING
DEPARTMENT OF WORKFORCE INVESTMENT
EDUCATION AND WORKFORCE DEVELOPMENT CABINET**



<http://oet.ky.gov>

**KEEP THIS BOOKLET FOR TWO YEARS FROM
THE DATE YOU FILE YOUR CLAIM**



Unemployment Insurance Claims Filing Options

File your Claim by Internet from Anywhere: No more long waits to file your unemployment claim. You can file your Kentucky Unemployment Insurance Claim using the Internet any time, day or night. If you have all the necessary information, you can file your claim for Unemployment Insurance at any location with Internet access. To file via the Internet go to <http://www.kewes.ky.gov>

Electronic filing from our office: If you choose to file your Unemployment Insurance claim from our local office/One-Stop Center, customer service representatives are here to help you. You can receive assistance as you file your claim electronically in our resource room.

Filing by Telephone: If you have all the necessary information and a touch tone telephone, you can also file your Unemployment Insurance Claim by Telephone between 7:30am – 5:30pm Eastern Time. The number is [502-875-0442](tel:502-875-0442). This is **not a Toll Free** number.

How Do I Claim My Weekly Benefits

You can claim your weekly benefits via the internet at www.kewes.ky.gov or by calling the toll free number **1-877-369-5984**. When claiming via the internet be sure to select the option **“Request a Benefit Check”** Both options available Monday through Friday from 7:00am until 7:00pm and Sunday from 2:00pm until 9:00pm (Eastern Time Zone).

See pages 8-12 for more details on Requesting a Benefit Payment.

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It is very important that you read and understand the information in this booklet regarding your rights and responsibilities while collecting unemployment insurance. Failure to do so may result in an overpayment or interruption of your claim or may affect your future entitlement to benefits.

Some people may find the process of claiming Unemployment Insurance to be complex. It's best to understand the process and get all the facts straight from the start.

If you have questions after reading this guide, ask questions. Office of Employment and Training (OET) staff is available to help you.

Any information you provide throughout the life of your claim is subject to verification by computer matching with the Social Security Administration. Ensure the information you provide is accurate at the time you file.

<p>WORK SEARCH REQUIREMENTS WHILE CLAIMING UNEMPLOYMENT INSURANCE BENEFITS</p>

By law (KRS 341.350(4)), an unemployed worker must be *“available for suitable full-time work and making such reasonable effort to obtain work as might be expected of a prudent person under like circumstances”* while claiming UI benefits.

To satisfy this requirement, you must:

- be able and available to work
- register for work with the Office of Employment and Training (OET),
- respond in a timely manner when OET contacts you about job openings,
- accept referrals from OET to suitable employment
- report for job interviews to which referred,
- report for follow-up contacts with OET as instructed,
- participate in other reemployment services and case management to which you are referred,
- seek employment on your own, and
- accept suitable employment when offered.

****Failure to meet the above requirements may result in you being
disqualified from receiving benefits****

While you are receiving unemployment benefits, it is your responsibility to find suitable, full-time work. Claimants must not rely solely on OET or any single job lead source to get a job. While claiming UI benefits you will be required occasionally to report to OET to discuss your work search efforts. OET will want to know what employers you have contacted, when you contacted them, who you contacted at each location, and the results of those contacts. A space is provided at the end of this booklet to keep a record of your work search efforts.

You must bring this with you when you report to OET for an in-person eligibility review.

UI claimants are allowed a reasonable period of time to find work that is comparable in pay and skill level to their most recent employment. However, if a claimant is unable to find such work after a period of time or that type of work is not available in the local labor market, the claimant must lower expectations and seek employment that pays less or is at a lower skill level than previous employment.

AM I ELIGIBLE TO DRAW BENEFITS?
--

Soon after you file your claim, you will receive a notice informing you if your claim is ALLOWED or DENIED based upon the amount of earnings reported in your “BASE PERIOD.” Your base period is the first four of the last five completed calendar quarters immediately prior to the quarter you file your claim. Here’s a chart to help you understand what the base period will be for a claim.

If the Effective Date of	The Base Period
Your Claim is Between:	Is the Preceding:
Jan. 1 through Mar. 31	Oct. 1 to Sept. 30
April 1 through June 30	Jan. 1 to Dec. 31
July 1 through Sept. 30	April 1 to Mar. 31
Oct. 1 through Dec. 31	July 1 to June 30

For example, if you filed a claim with an effective date any time from January 1, 2011, through March 31, 2011, your base period for that claim begins October 1, 2009, and ends September 30, 2010. The wages you earned during your base period must meet four requirements for you to have a monetarily valid claim:

- 1 - You must have wages of at least \$750 in at least one quarter.
- 2 - Your total wages during the base period must be at least one and one-half times the wages in your highest quarter.
- 3 - Your total wages outside of the highest quarter must be at least \$750.
- 4 - Your wages in the last two quarters must be at least 8 times your weekly benefit rate (see page 7 for the calculation of your benefit rate).

If we do not find enough wages in your base period or you do not meet all four of these requirements, you will receive a notice stating that your claim is **DENIED**. If you believe all of your wages were not included in the determination, you may request a **RECONSIDERATION**. You may also request a reconsideration if your weekly benefit amount is less than the maximum allowed, and you believe all of your wages were not reported. If you request a reconsideration, you will need to bring proof of your additional wages, such as check stubs, W-2s, or a statement from your employer.

Employers pay the entire cost of unemployment insurance benefits. Employees do not pay any part of the cost.

We will investigate your claim and make any adjustments required. While you're waiting for a decision, **you must continue to request a payment**, because if you do not and your claim is **ALLOWED** after adjustments are made, we cannot pay you for the weeks that passed during the investigation.

HOW MUCH WILL I RECEIVE IN BENEFITS EACH WEEK?

Your weekly benefit amount is 1.3078% of your total base period wages, except it cannot be less than \$39.00 nor more than the maximum that is set by law each year. Assume the following wages were reported:

1st Quarter 2010 (January-March)	\$4,500
2nd Quarter 2010 (April-June)	\$4,000
3rd Quarter 2010 (July-September)	\$5,000
4th Quarter 2010 (October-December)	\$5,500

Total Base Period Wages \$19,000

To find the claimant’s **weekly benefit amount**, we multiply 1.3078% by the total base period wages, and round to the nearest dollar:

$\$19,000 \times 1.3078\% = \248.28 , or $\$248.00$

The maximum amount of benefits payable on a claim is one-third of the total base period wages, or 26 times the weekly benefit amount, whichever is less. In the example given:

$\$19,000 \div 3 = \$6,333$ versus $\$248 \times 26 = \$6,448$

The maximum benefit amount would be \$6,333. For most claimants, the maximum will be one-third of the base period wages. **If you exhaust your claim, your final payment may be for a lesser amount because of this.**

The actual amount of your benefit payment may also be less than your weekly benefit amount due to **required or elected deductions**. We will deduct eighty percent (80%) of the gross wages (before deductions) that you EARN during a week claimed.

For example, if your weekly benefit is \$150 and you earn \$40 during a week, we will deduct \$32 (80% of \$40) and issue you a check for \$118. If you receive a PENSION, you must let us know because the pension may be deductible from your weekly benefits. However, we do not deduct Social Security payments or pensions paid under the Railroad Retirement Act.

We also deduct 100 percent of **wages received in lieu of notice**.

We do **not** deduct **severance pay**. If you think you may have received one of these payments and are not sure which, contact your local office for further explanation of the difference.

COMBINED WAGE CLAIMS

If you worked in another state during the base period, you must file a **combined wage** or **interstate** claim. We can help you file a claim against another state or ask the other state to send your wage credits to Kentucky. Ask your local office for assistance if you are filing a combined wage claim or interstate claim.

FEDERAL MILITARY AND CIVILIAN EMPLOYMENT

If you served in the federal armed forces during your base period, wages earned during such service may be used in determining your eligibility for and the amount of your benefits. In addition to all regular eligibility and qualifying requirements, to be eligible to receive unemployment benefits based on military wages, you must have been discharged or released from military service under honorable conditions after completing your first full term of active service. You may be eligible for benefits if you were separated prior to completion of your first full term of service, but only if the reason for early separation is one approved by the U.S. Department of Defense. We must accept the findings of the federal government as final. Any appeals of federal findings must be directed to your former branch of the military within the appeal period for regular claims. You must notify your local office of your intent to appeal to the military within the time period noted on your determination explaining your benefit eligibility. If necessary local office personnel can assist you in completing the required forms.

FEDERAL CIVILIAN WAGES

If you worked for the federal government in a non-military position, this service and all wages earned during your base period will be used to establish your benefit eligibility. Wages earned after your base period may be used in a subsequent claim if you are otherwise eligible. We must use the information reported to us by the Federal Payroll office regarding your length of employment, your wages, and the reason for your separation. If you disagree with the federal findings, you may ask for a reconsideration.

If you request a reconsideration, you must notify your local office within the time period for appeals noted on your determination explaining your benefit eligibility.

REASONS YOU MAY BE INELIGIBLE

You may be an insured worker and still be ineligible or disqualified for benefits. Some of the common reasons you may be ineligible or disqualified are:

- You are not able to work, are not available for full-time

work or not actively seeking full-time work.

- You have a medical reason to prevent you from accepting work.
- You are an alien not permitted to work.
- You have unreasonably limited the wages you will accept, the hours or days you will work, the locations where you will work or the jobs you will accept.
- You are not looking for work as instructed.
- You did not register for work with Office of Employment and Training, if required.
- You are involved in a strike.
- You are self-employed or the owner of your business (sole proprietor, partner, or Corporate officer).
- You are attending school (without prior approval of the Office of Employment and Training)
- You are a school employee between terms.
- You are suspended for misconduct.
- You refused suitable work.
- You do not have adequate transportation.
- You don't have someone to care for your children while you work.
- You were terminated for misconduct.
- You quit your job for personal reasons or for reasons that were not considered "good cause" connected with the employment.
- You did not report, telephone, or provide information to the local office when instructed.
- You worked or earned wages in excess of the amount allowed to be considered "unemployed."
- You failed to participate in required services under the Kentucky Employment Network (KEN) Program.

This is only a partial list of reasons you may be disqualified or ineligible. If we determine that you are ineligible or disqualified from receiving benefits, we will inform you of the reason in writing. If you disagree with our determination, you can APPEAL within 15 days by putting your request in writing, addressed to:

Division of Unemployment Insurance

Appeals Branch

275 East Main Street / 2EB

Frankfort, KY 40621

WILL MY EMPLOYER KNOW WHEN I FILE A CLAIM?

****Yes. The same day you file your claim, we will mail a copy of it to your employer.****

Your employer has the right to protest if it does not agree with the information you present on your application. It is extremely important that you are completely truthful about the reason for your unemployment when you filed your claim. If there is a difference between what you say is the reason for your separation and what your employer says, we will investigate to determine the facts. You will always receive a notice of the investigator's decision, and you have 15 days to appeal the decision if you disagree with it. **The employer may also appeal.** If you are awarded benefits and the decision is reversed on appeal, you will be required to repay the benefits received.

Another, more serious disqualification is for making a FALSE STATEMENT or failing to tell us an important fact, such as working while drawing benefits.

****DO NOT COMMIT FRAUD****

****If you make a false statement in claiming benefits, you can be disqualified for up to 52 weeks.****

You could face other penalties as well including felony charges, fines and possible imprisonment. All benefits fraudulently received must be repaid to the Division of Unemployment Insurance. Interest will accrue and there may be a lien filing fee as well as a lien release fee.

HOW DO I CLAIM MY WEEKLY BENEFITS?

You will receive a pay order form in the mail.

****Do not mail this form unless otherwise instructed to do so.****

It is an instructional aid to help you in ordering your payments at the correct time and to inform you of when to report for eligibility reviews.

When you filed your claim you were given information about when you should request your first benefit payment and each following payment. It is very important to remember those dates.

Write them here:

Request first payment _____

Request next payment _____

and EVERY 14 days thereafter.

Payments can be requested every **14 days**. If you fail to request your check on the 14th day, you have until Friday of that week to request your payment and a void disruption of benefits.

Unemployment weeks run Sunday to Saturday.

Hours for requesting benefits are Sunday 10am-9pm and Monday-Friday 7am-7pm.

You have two convenient options for claiming your benefits:

- Claim by Internet at **www.kewes.ky.gov**, or
- Claim by **Toll FREE Phone Number 1-877-3MY-KYUI or 1-877-369-5984**

Both options are **AVAILABLE: 10AM – 9PM EST on Sunday**

7AM – 7PM EST Monday-Friday

Options Available by Telephone (*Sunday-Friday*)

***Option 1 – Week Claiming (order check).**

***Option 2 - Last Week Claimed Inquiry**

****YOU MUST USE A TOUCH-TONE TELEPHONE, NOT PULSE****

****If USING YOUR CELL PHONE, MAKE SURE YOU HAVE A GOOD CONNECTION.**

A dropped call could delay your benefits. **

Please have the following information readily available before you claim your weeks by Internet or telephone:

1. **Your social security number**
2. **Your personal identification number (PIN) (this is a 4-digit number chosen by you when you filed your claim on-line or when you claim your first check by telephone).**
3. **The date you returned to full-time work, if you have returned to work.**
4. **The number of hours you worked, if you were paid or will be paid for the work and the gross amount as well as any holiday, vacation, or other pay you received or will receive.**
5. **You now have the option to have your unemployment payment deposited into your checking or savings account. You will need to log into the Internet Claims system and click the Payment Method link. You will need your 9-digit bank routing number and the 1-17 digit account number to activate this option.**

Following is the script you will use if you choose to claim your benefits by telephone. If you claim by Internet, you will answer the same questions (by clicking answers on the screen in place of using the telephone keypad as instructed in the script), so please review this before you claim your first payment regardless of the option you choose.

Script of Interactive Voice Response System (IVR)

1. Dial the toll free telephone number listed on the preceding page, then choose **OPTION 1** from the menu to claim your weeks. FOR ALL QUESTIONS REQUIRING A “YES” OR “NO” RESPONSE, PRESS 1 FOR YES, 2 FOR NO, OR 7 TO **REPEAT YOUR ANSWER TO THE QUESTION.**
2. Enter your **Social Security Number**. The system will repeat your Social Security Number. If it is correct, press 1. If it is NOT correct, press 2 and re-enter your Social Security Number.
3. Enter your four (4) digit **Personal Identification Number (PIN)**. These are numbers that **YOU CHOOSE**. It will be used **each** time you call. The first time you call, the system will repeat the PIN to confirm it.
4. It will tell you the weeks you will be claiming, for example: “You will be claiming the weeks 04-08-10 TO 04-14-10 and 04-15-10 to 04-21-10. **First you will answer the following questions for 04-08-10 TO 04-14-10.** *If you are only off for one week it may ask for one week only, however if the system does ask you about a second week you **MUST** report your hours and wages.*

5. Did you return to full-time work during this week? If yes, the system will ask for the date you returned to work. Enter dates as in this example: February 6, 2010 would be entered as 020610. **The system expects 6 numbers, so a zero must precede months and days with 1 digit.**
6. During this week, did you perform any work for which you were paid or will be paid, or receive any income including wages and tips, odd jobs, self-employment, commission pay, National Guard Duty Pay, Holiday Pay, or Vacation Pay?
-- IF YES, then you will be asked a series of questions.
- A. **Was any portion of these earnings from Holiday Pay? IF YES,** Enter the total amount you **earned before any deductions were made, NOT your hourly pay rate.** The pound key must follow dollars and cents; for example, \$85.50 would be entered as 8550#. You must enter this amount under holiday pay, **DO NOT ENTER THIS AMOUNT UNDER WAGES AND TIPS.** It will ask you if this is correct, press 1. Otherwise, press 2.
- B. **Was any portion of these earnings from Vacation Pay? IF YES,** the next question is "Do you have a definite date to return to work with this employer within 6 weeks". Press 1 for Yes, otherwise, press 2 for No. **IF YES,** Enter the total amount you **earned before any deductions were made, NOT your hourly pay rate. You must enter this amount under vacation pay, DO NOT ENTER THIS AMOUNT UNDER WAGES AND TIPS.** The pound key must follow dollars and cents; for example, **\$85.50 would be entered as 8550#.** It will ask you if this is correct, then press 1. Otherwise, press 2.
- C. Was any portion of these earnings from odd jobs, self-employment, commission pay or National Guard Duty? Press 1 for yes, otherwise, press 2 for no. (If yes, the next question will be for the number of hours worked followed by the pound key (#). Following question will be to enter the amount you earned in dollars and cents followed by the pound (#) key.) **You must enter this amount under "other" category. DO NOT ENTER THIS AMOUNT UNDER WAGES AND TIPS.**
- D. Was any portion of these earnings from wages or tips? Press 1 for yes, otherwise, press 2 for no. (If yes, the next question will be for the number of hours worked followed by the pound key (#). Following question will be to enter the amount you earned in dollars and cents followed by the pound (#) key.) **This is the ONLY time you will enter your amount of earnings under wages and tips. This is if you had regular earnings, not vacation pay, holiday pay, odd jobs, self-employment, commission pay, or National Guard Duty pay.**

7. Did you refuse work during this week? Press 1 for yes, otherwise, press 2 for no.
8. Did you quit a job or were you fired from a job after [filing] date? Press 1 for yes, otherwise, press 2 for no.
9. Did you begin receiving or did you have a change in the amount of your retirement benefits, excluding Social Security benefits?
10. Were you physically and mentally able to work each day?
11. Were you available for permanent, full-time work each day?
12. Now, you will be asked the same above questions for the next week (in some instances the system will not inquire about the second week). Remember if you returned to work you must report your wages (including holiday pay & vacation pay).
13. *Penalties are imposed by law, on falsification of and or for failure to disclose a material fact in order to obtain Benefits.* Do you certify that your answers were complete and truthful?
14. PLEASE HOLD ON... Your Claim is being processed. Do not hang up before the IVR tells you to. (If you claim by Internet, the final screen will advise you that your claim is being processed. Make sure you see this message before you log off.)

NOTICE

- A. **DO NOT** call the system back to claim your weeks unless there was a system problem and you were advised by the computer to call back later. **If during your telephone call via IVR the system tells you to contact your local office, you must do so. Calling the system again will not issue a payment.**
- B. **Answers to all questions must be personally entered by you and must be truthful. Falsification of information is punishable by fines and/or imprisonment under KRS 341.990.**
- C. **If you hang up the phone before the IVR system tells you to, your claim for benefits will not be processed. If you are using a cell phone and lose your signal this is the same as hanging up. Please follow the system's instructions very carefully.**
- D. **Once your claim has been accepted by the system please do not mail your pay order form to the unemployment insurance office. If you do not receive your payment within 10 days after making your call you may then contact your local office.**

You can also use the Interactive Voice Response (IVR) system to find out when your payment was mailed. You can use this system regardless of the option you chose for claiming benefits.

INTERSTATE CLAIMANTS

IMPORTANT

If you are receiving benefits from the state of Kentucky but live in another State

YOU MUST REGISTER FOR EMPLOYMENT IN THE STATE OF RESIDENCE UNLESS YOU ARE A MEMBER OF A TRADE UNION THAT LOOKS FOR WORK FOR YOU, OR YOU HAVE A DEFINITE RETURN TO WORK DATE WITHIN TWELVE (12) WEEKS FROM THE DATE YOU FILE FOR UNEMPLOYMENT.

TO FIND OUT HOW TO REGISTER FOR WORK OR TO CONTACT A ONE STOP CENTER CALL 1-877-872-5627 or www.careeronestop.org.

After filing for unemployment you will receive an ELIGIBILITY REVIEW FORM. This form must be completed and returned to us within ten (10) days from the date mailed. To see an explanation of eligibility reviews please see the table of contents in the front of this book. To mail or fax the eligibility review back to the Interstate Section or for any addition information concerning your Interstate claim see below:

Kentucky Interstate Section

P O Box 452

Frankfort KY 40602-0452

Telephone: 502-564-2384

Fax: 502-564-5412

WHEN WAS MY CHECK MAILED?

Script of Interactive Voice Response System (IVR)

Please read carefully before making your call.

1. Dial the toll free telephone number listed on page 8, then choose **OPTION 2** from the menu to inquire about your last week claimed.
2. Enter your **Social Security Number**.
YOU MUST USE TOUCH-TONE PHONE SERVICE
3. The system will repeat your Social Security Number. If it is correct, press 1. If it is NOT

correct, press 2 and re-enter your Social Security Number.

4. Enter your four (4) digit **Personal Identification Number (PIN)**.
5. Your remaining balance on this claim is (balance).
6. Your payment for the week ending (week 1 ending) & (week 2 ending) was mailed on (mail date). The payment amount was (\$ amount). (The IVR system will tell you if you have been given credit for claiming weeks, but no payment was issued.)
7. Do you need this check information repeated? If yes, press 1. If no, press 2.

LOST OR STOLEN CHECKS

You may call Interactive Voice Response (IVR) at the telephone number listed to find out when your payment was processed and mailed or deposited (see preceding section for more details). Do **not** call the local office for this information until 10 days have passed since you submitted your request for payment either through the automated system or the mail. If your check is lost or stolen we cannot send a tracer for 14 days from the date that you requested payment. You may call or visit the local office for further information regarding this procedure. **It is important that we have your correct mailing address. The postal service will not forward your unemployment check.**

IF I DON'T CLAIM ON TIME, IS THERE ANYTHING I CAN DO?

When you filed your claim you were given a date to request your first benefit check. This date appeared directly below your reference number. Your first benefit check may not be requested prior that date. If you attempt to request your check prior to the date provided, it will delay your claim and may result in a loss of benefits. **Also, failure to claim your benefits in a timely manner will result in a disruption of benefits. If you are late and think you have an extraordinary circumstance, you should contact your nearest employment and training office for assistance.**

Benefit Payments may be requested **online** Monday through Friday, 7 a.m. to 7 p.m. or Sunday between 10:00 a.m. and 9:00 p.m.

Additional information about requesting benefits can be found on our web site www.oet.ky.gov

ELIGIBILITY REVIEWS

In order to continue requesting unemployment insurance payments, you are required to complete an eligibility review. An eligibility review is our opportunity to review your job contacts and also assist you with job seeker services available to you. You must complete your eligibility review when directed in order to continue requesting benefits.

Periodically, if you receive paper checks, the top portion of your check will have asterisks in place of the dates for weeks claimed.

If you are receiving payment by direct deposit you will receive a letter in the mail notifying you to complete your eligibility review. If you are a receiving payment by direct deposit it is important that you notify your local office if your address changes. We will mail your eligibility review letter to the most recent address we have on file for you.

Do not claim the weeks until you have completed the required eligibility review at your nearest Employment and Training Office. Eligibility reviews **are required** and we cannot issue your benefit payment until the interview is conducted.

During the interview, we will review your **eligibility** with you. For example, we'll want to know about your work search, the type of work you are looking for, the hours and days you can work, the minimum salary you are willing to accept, etc. We want to be sure that your goals are realistic and within your capabilities. We'll also want to know where you have looked for work and where you plan to look for work. We'll ask questions to see if you're still **able and available** for work. Do you have transportation to work? Do you have childcare? Are you attending school? Are you self-employed?

WHAT IF I BECOME UNEMPLOYED AGAIN?

If you become employed after filing your claim and are then subsequently separated from your employment (layoff, job ended, discharge, voluntary quit, etc.), you must file either an **additional claim** (if your new period of unemployment is within your original benefit year) or a new claim (if later) in order to re-qualify for UI benefits. You cannot simply resume claiming your weeks under your previous claim. Additional claims can be filed the same way (Internet or toll-free telephone) as a new claim.

YOUR BENEFITS ARE TAXABLE

Unemployment insurance benefits are taxable and must be reported on your income tax return.

OET will report the total amount of your benefits to the Internal Revenue Service and will provide you with an annual statement (Form 1099G), no later than January 31st of each year.

You may elect to have 10 % of your benefits withheld for federal taxes and 4% withheld for state taxes. This is optional and may be changed once during your benefit year. You make this selection when first completing our initial claim form.

To change this selection you must contact your local office. The amount withheld will always be 10% of your weekly benefit entitlement for federal withholding and 4% for state withholding if you choose either of these options.

TRADE ADJUSTMENT ASSISTANCE (TAA)

Trade Adjustment Assistance (TAA) provides assistance to workers who have been totally or partially separated from their jobs because of increased foreign imports or exports. If you believe you may be eligible to receive benefits under this program, please inquire at the nearest local office.

ASSURANCE OF EQUAL OPPORTUNITY (EO)

The Office of Employment and Training is an equal opportunity employer. As a recipient of federally-funded assistance programs, this recipient will comply with all equal opportunity and nondiscrimination laws and all amendments under the Civil Rights Act of 1964, Title VI; the Rehabilitation Act of 1973, Section 504; the Age Discrimination Act of 1975; and the Americans with Disabilities Act of 1990. No individual in the United States may, on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and (for beneficiaries only) citizenship or participation in any Workforce Investment Act (WIA) Title I financially assisted program or activity, be excluded from participation in, denied the benefits of,

subjected to discrimination under, or denied employment in the administration of or in conjunction with any WIA Title I-funded program or activity.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think you have been discriminated against under Title VI of the Civil Rights Act of 1964, Title VI, the Rehabilitation Act of 1973, Section 504, the Age Discrimination Act of 1975, or the Americans with Disabilities Act of 1990, you have the right to file a complaint with the Office of Employment and Training, Equal Opportunity Officer or your local office can assist you.

If you think you have been subject to discrimination under a WIA Title I financially assisted program or activity, you may also file a complaint with the Civil Rights Center (CRC), US Department of Labor, Room N-4123, 200 Constitution Avenue, N.W., Washington, DC 20210. You may file a complaint within 180 days from the date of the alleged violation.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center.

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your complaint with CRC within 30 days of the date on which you received the Notice of Final Action.

Records regarding complaints and actions taken hereunder shall be maintained for a period of not less than three years from the date of resolution of the complaint.

The Civil Rights Center encourages informal resolution of complaints whenever possible. Attempts at informal resolution must be considered as concurrent with, and an addendum to, filing a formal complaint with CRC.

Discrimination on the basis of pregnancy by unemployment insurance claimants is prohibited by the Federal Unemployment Tax Act (FUTA) and the same prohibition applies to staff and applicants for employment services under the 1978 Pregnancy Disability Amendment to Title VII of the Civil Rights Act of 1964.

The Immigration and Reform and Control Act of 1986 prohibits employment services staff from discrimination in the verification of employment status on the basis of national origin and citizenship.

Complaints alleging discrimination in the verification process on the basis of national origin or citizenship shall be filed with the Office of Special Counsel (OSC) for Immigration-Related Unfair Employment Practices, US Department of Justice, PO Box 64490, Washington, DC 20035-5490.

The Immigration Reform and Control Act requires that unemployment insurance offices verify that claimants are United States citizens or in a satisfactory immigration status before paying them benefits.

Unemployment insurance staff cannot discriminate in the verification process on the basis of race, color, national origin, age or disability. Complaints alleging discrimination in the unemployment insurance verification process shall be filed with CRC.

OFFICE	TELEPHONE		STREET ADDRESS
ASHLAND	E&T UI FAX	606-920-2024 606-920-2003 606-920-2026	1844 Carter Avenue 41105
BARDSTOWN	E&T UI FAX	502-348-2709 502-348-8662 502-349-6608	860 W. Stephen Foster Blvd. 40004
BOWLING GREEN	E&T/UI FAX	270-746-7425 270-746-7825	803 Chestnut Street 42102-9003
CAMPBELLSVILLE	E&T/UI FAX	270-789-1352 270-789-4082	1311 E. Broadway, Suite C 42718
CORBIN	E&T UI FAX	606-528-3460 606-528-3421 606-523-5642	310 Roy Kidd Avenue 40701
COVINGTON	E&T UI FAX	859-292-6666 859-292-6670 859-292-6675	320 Garrard Street 41011
DANVILLE	E&T/UI FAX	859-239-7411 859-239-7541	121 East Broadway 40422
ELIZABETHTOWN	E&T UI FAX	270-766-5115 270-766-5110 270-766-5112	916 North Mulberry Street 42702-1386
FLORENCE	E&T/UI FAX	859-371-0808 859-371-1539	8020 Veterans Memorial Dr. 41042
FRANKFORT	E&T UI FAX	502-564-7046 502-564-3512 502-564-7794	1121 Louisville Rd., Suite 6 40601
GEORGETOWN	E&T UI FAX	502-863-2402 502-863-6088 502-863-1966	1000 West Main St., Suite 5 40324
GLASGOW	E&T UI FAX	270-651-2121 270-651-2111 270-651-8916	445 North Green Street 42141
HARLAN	E&T UI FAX	606-573-9403 606-573-3160 606-573-5903	124 S. Cumberland 40831
HAZARD	E&T/UI FAX	606-435-6038 606-425-6039	742 High Street 41701

E&T-Employment & Training
UI-Unemployment Insurance

OFFICE	TELEPHONE		STREET ADDRESS
HENDERSON	E&T/UI FAX	270-826-2746 270-831-2717	212 North Water Street 42420
HOPKINSVILLE	E&T/UI FAX	270-889-6509 270-889-6599	110 Riverfront Drive 42241-1128
LEXINGTON	E&T/UI FAX	859-425-2180 859-225-5106	1055 Industry Rd 2nd Flr 40505-3823
LOUISVILLE	E&T FAX UI FAX	502-595-4003 502-595-4623 502-595-3164 502-595-4859	600 West Cedar 40202
LOUISVILLE (Preston Highway)	E&T UI FAX	502-595-4187/4188 502-595-4150/3098 502-595-4349	6201 Preston Highway 40219
MADISONVILLE	E&T UI FAX	270-824-7562 270-824-7516 270-824-7589	56 Federal Street 42431
MAYFIELD	E&T UI FAX	270-247-3857 270-247-8125 270-247-8902	319 South 7th Street 42066
MAYSVILLE	E&T UI FAX	606-564-3347 606-564-5513 606-564-3829	201 Government Street Suite 101 41056
MIDDLESBORO	E&T/UI FAX	606-248-2792 606-248-8483	725 North 19th Street 40965-0578
MOREHEAD	E&T UI FAX	606-784-7538 606-784-6617 606-784-2631	126 Bradley Avenue 40351
OWENSBORO	E&T UI FAX	270-687-7297 270-687-7275 270-687-7268	121 E. Second Street Suite 10 42303
PADUCAH	E&T/UI FAX	270-575-7000 270-575-7008	416 South 6th Street 42003
PIKEVILLE	E&T UI FAX	606-433-7721 606-433-7723 606-433-7698	138 College Street 41501

E&T-Employment & Training
UI-Unemployment Insurance

OFFICE	TELEPHONE		STREET ADDRESS
PRESTONSBURG	E&T	606-889-1772/1773	686 North Lake Drive 41653
	UI	606-889-1776/1777	
	FAX	606-889-1775	
RICHMOND	E&T /UI	859-624-2564	595 South Keeneland Dr 40475
	FAX	859-624-1075	
SHEPHERDSVILLE	E&T /UI	502-955-9131	505 Buffalo Run Rd 40165
	FAX	502-957-0436	
SOMERSET	E&T	606-677-4124	410 East Mt. Vernon 42502-0029
	UI	606-677-4125	
	FAX	606-677-4119	
WINCHESTER	E&T	859-737-7793	15 W. Lexington Avenue 40391
	UI	859-737-7765	
	FAX	859-737-7310	
	FAX	859-737-7011	

MY WORK SEARCH NOTES

PERSON	DATE	EMPLOYER	TYPE OF WORK	CONTACTED RESULT

MY WORK SEARCH NOTES

PERSON	DATE	EMPLOYER	TYPE OF WORK	CONTACTED RESULT

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PERSON	DATE	EMPLOYER	TYPE OF WORK	CONTACTED RESULT

IMPORTANT THINGS TO KNOW

- A. We must have your **social security number** whenever you visit, call, or write to the office about your claim.
- B. **Your check cannot be forwarded.** If you move, be sure to notify your local office of your new address immediately.
- C. You may call our toll-free voice response system to find out when your check was mailed. If the system gives you a date the check was mailed, wait 10 days before calling the local office if you do not receive the check.
- D. **Claim** each week as instructed. If your claim is under investigation or appeal, you must continue to claim your benefits.
- E. Always bring your **driver's license** or other **photo identification** with you when you come to the local office.
- F. If you believe any decision to deny UI benefits to you is incorrect, you may **appeal** the decision. This may be done at the local office, or in writing addressed to:

Office of Employment and Training
Department of Workforce Investment
Division of Unemployment Insurance
Appeals Branch

275 East Main Street / 2EB
Frankfort KY 40621
PAM-UI-400/ES-513

(R. 2/11)

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